User Manual

HD90

GODEX

P/N. 920-013711-01
Rev. A, 05.2010

FCC COMPLIANCE STATEMENT
FOR AMERICAN USERS

This equipment has been tested and found to comply with the limits for a CLASS A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at own expense.

EMS AND EMI COMPLIANCE STATEMENT
FOR EUROPEAN USERS

This equipment has been tested and passed with the requirements relating to electromagnetic compatibility based on the standards EN 55022:1998+A1:2000+A2:2003, CISPR 22 , Class A EN 55024:1998+A1:2001+A2:2003, IEC 61000- 4 Series EN 61000-3-2 / 2000 & EN 61000-3-3 / 1995. The equipment also tested and passed in accordance with the European Standard EN55022 for the both Radiated and Conducted emissions limits.

HD90 SERIES
TO WHICH THIS DECLARATION RELATES
IS IN CONFORMITY WITH THE FOLLOWING STANDARDS

EN55022 : 1998,CLSPR 22, Class A / EN55024 : 1998IEC 61000-4 Serial / EN61000-3-2 : 2000 / EN 6100-3-3 : 1995 / CFR 47, Part 15/CISPR 22 3rd Edition : 1997, Class A / ANSI C63.4 : 2001 / CNS 13438 / IEC60950-1 : 2001 / GB4943 : 2001 / GB9254 : 1998 / GB17625.1 : 2003 /EN60950-1 : 2001

CAUTION
Danger of explosion if battery is incorrectly replaced
Replace only with the equivalent type recommended by the manufacture.
Dispose of used batteries according to the manufacturer’s instructions.

Specifications are subject to change without notice.

Safety Instructions

Please read the following instructions carefully.

1. Keep the equipment away from humidity.
2. Before you connect the equipment to the power outlet, please check the voltage of the power source.
3. Make sure the printer is off before plugging the power connector into the power jack.
4. It is recommended that you connect the printer to a surge protector to prevent possible transient overvoltage damage.
5. Be careful not to get liquid on the equipment to avoid electrical shock.
6. For safety and warranty reasons, ONLY qualified service personnel should open the equipment.
7. Do not repair or adjust energized equipment under any circumstances.

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1. Barcode Printer

1-1. Box content

After unpacking, please check the accessories that come with the package, and store appropriately.

- Barcode printer
- Power cord
- Switching Power
- USB Cable
- Label Roll Core
- Label Stop Plate
- Quick Start Guide
- CD (includes label editing software QLabel / Manual)

1-2. Specifications

Model	HD90
Print Method	Direct Thermal
Resolution	203 dpi (8 dot/mm)
Print Speed	6 IPS (150 mm/s)
Print Width	4.25” (108 mm)
Print Length	Min. 0.39” (10 mm); Max. 68” (1727 mm)
Memory	4MB Flash (2MB for user storage) ; 8MB SDRAM
Sensor Type	Adjustable reflective sensor. Fixed transmissive sensor, central aligned
Media	Types: Continuous form, gap labels, black mark sensing, and punched hole; label length set by auto sensing or programming Width: 1” (25.4 mm) Min. - 4.64” (118 mm) Max. Thickness: 0.003” (0.06 mm) Min. - 0.01” (0.25 mm) Max. Label roll diameter: Max. 5” (127 mm) Core diameter: 1”, 1.5”, 3” (25.4 mm, 38.1 mm, 76.2 mm)
Printer Language	EZPL
Software	Label design software: QLabel-IV (for EZPL only) Driver & DLL: Windows 2000, XP and Vista
Resident Fonts	Bitmap fonts: 6, 8, 10, 12, 14, 18, 24, 30, 16X26 and OCR A & B Bitmap fonts 90°, 180°, 270° rotatable, single characters 90°, 180°, 270° rotatable Bitmap fonts 8 times expandable in horizontal and vertical directions Scalable fonts 90°, 180°, 270° rotatable
Download Fonts	Bitmap fonts 90°, 180°, 270° rotatable, single characters 90°, 180°, 270° rotatable Asian fonts 90°, 180°, 270° rotatable and 8 times expandable in horizontal and vertical directions Scalable fonts 90°, 180°, 270° rotatable
Barcodes	1-D Bar codes: Code 39, Code 93, Code 128 (subset A, B, C), UCC/EAN-128 K-Mart, UCC/EAN-128, UPC A / E (add on 2 & 5), I 2 of 5, I 2 of 5 with Shipping Bearer Bars, EAN 8 / 13 (add on 2 & 5), Codabar, Post NET, EAN 128, DUN 14, HIBC, MSI (1 Mod 10), Random Weight, Telepen, FIM, China Postal Code, RPS 128 and GS1 DataBar
	2-D Bar codes: PDF417, Datamatrix code, MaxiCode, QR code and Micro QR code
Code Pages	CODEPAGE 437, 850, 851, 852, 855, 857, 860, 861, 862, 863, 865, 866, 869, 737 WINDOWS 1250, 1251, 1252, 1253, 1254, 1255 Unicode (UTF8, UTF16)

Graphics	Resident graphic file types are BMP and PCX, other graphic formats are downloadable from the software
Interfaces	Serial port: RS-232 (DB-9) USB port (default on) Parallel port: Centronics 36-pin
Control Panel	Two bi-color status-LEDs: Ready, Status Control key: FEED
Power	Auto Switching 100-240VAC, 50-60Hz
Environment	Operation temperature: 41°F to 104°F (5°C to 40°C) Storage temperature: -4°F to 122°F (-20°C to 50°C)
Humidity	Operation: 30-85%, non-condensing. Storage: 10-90%, non-condensing.
Agency Approvals	CE(EMC), FCC Class A, cUL
Dimension	Length: 11.2” (285 mm) Height: 6.8” (171 mm) Width: 8.9” (226 mm)
Weight	6 lbs (2.72Kg) ,excluding consumables
Options	Rotary Cutter Label Dispenser External label roll holder for 10” (250 mm) O.D. label rolls External label rewinder CF card adapter with real time clock (max. 1GB CF card) Ethernet 10/100Mbps print server (default off; disables USB when in use) 802.11 b/g wireless print server (default off; disables USB when in use)

Specifications are subject to change without notice. All company and/or product names are trademarks and/or registered trademarks of their respective owners.

1-3. Communication Interface

Parallel Interface

Handshake : DSTB connects to the printer, BUSY connects to the host

Interface cable : Parallel cable compatible to IBM PC

Pin out : See below

PIN NO.	FUNCTION	TRANSMITTER
1	/Strobe	host / printer
2-9	Data 0-7	host
10	/Acknowledge	printer
11	Busy	printer
12	/Paper empty	printer
13	/Select	printer
14	/Auto-Linefeed	host / printer
15	N/C	
16	Signal Gnd	
17	Chasis Gnd	
18	+5V,max 500mA	
19-30	Signal Gnd	host
31	/Initialize	host / printer
32	/Error	printer
33	Signal Ground	
34-35	N/C	
36	/Select-in	host / printer

Serial Interface

Serial Default Setting : 9600 baud rate、no parity、8 data bits、1 stop bit、XON/XOFF protocol and RTS/CTS。

RS232 HOUSING (9-pin to 9-pin)

DB9 SOCKET		DB9 PLUG
---	1 ——— 1	+5V,max 500mA
RXD	2 ——— 2	TXD
TXD	3 ——— 3	RXD
DTR	4 ——— 4	N/C
GND	5 ——— 5	GND
DSR	6 ——— 6	RTS
RTS	7 ——— 7	CTS
CTS	8 ——— 8	RTS
RI	9 ——— 9	N/C
PC		PRINTER

【Note】The total current output from parallel port and serial port altogether can not exceed 500mA.

USB Interface

Connector Type : Type B

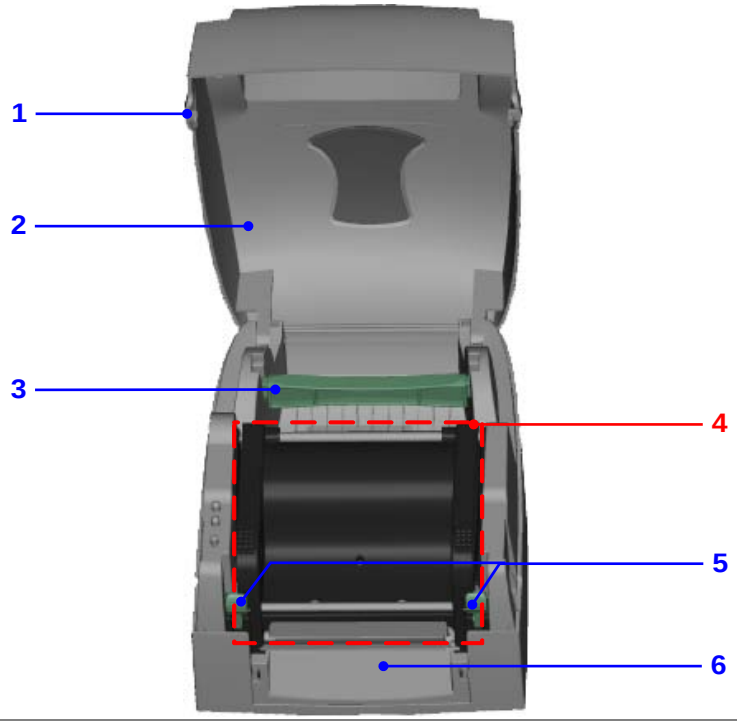
PIN NO.	1	2	3	4
FUNCTION	VBUS	D-	D+	GND

Internal Interface

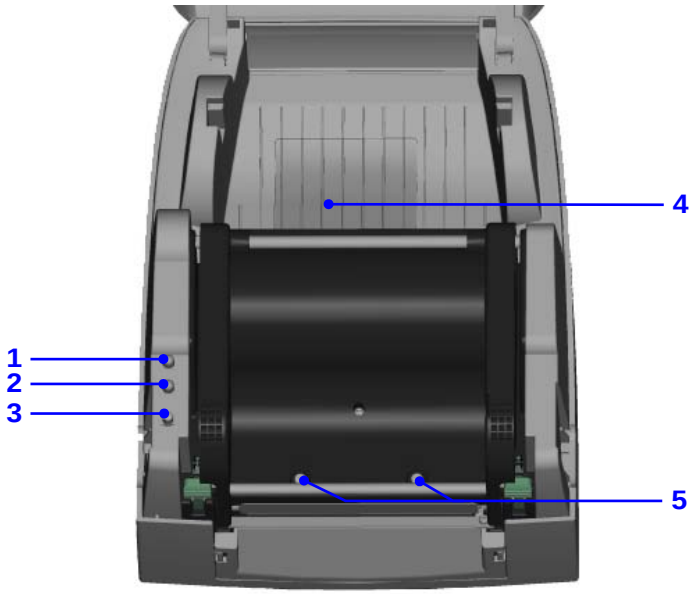
UART1 wafer			Ethernet module
N.C	1	1	N.C
TXD	2	2	RXD
RXD	3	3	TXD
CTS	4	4	RTS
GND	5	5	GND
RTS	6	6	CTS
E_MD	7	7	E_MD
RTS	8	8	CTS
E_RST	9	9	E_RST
+5V	10	10	+5V
GND	11	11	GND
+5V	12	12	+5V

UART2 wafer			Expansion module
+5V	1	1	+5V
CTS	2	2	RTS
TXD	3	3	RXD
RTS	4	4	CTS
RXD	5	5	TXD
GND	6	6	GND

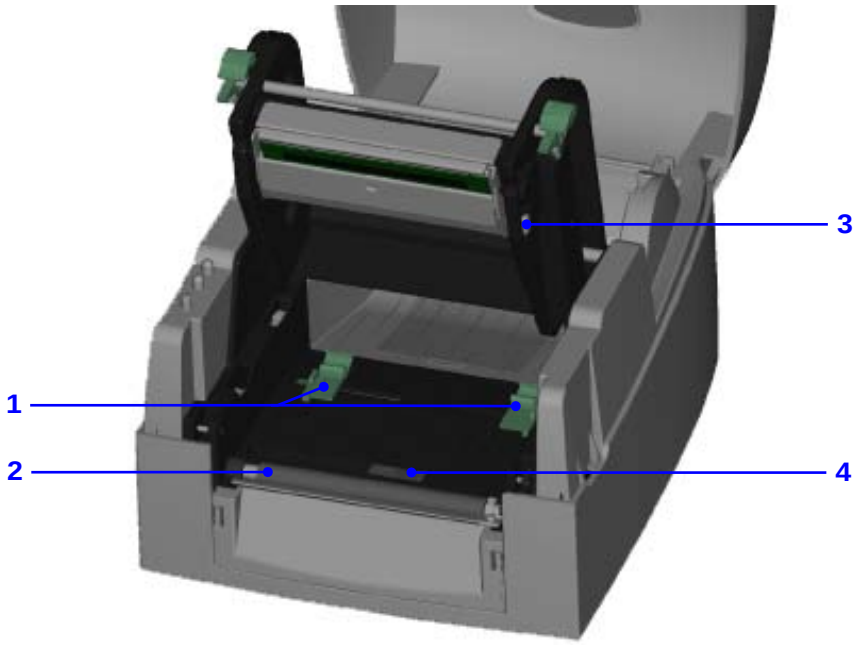
1-4. Printer Parts



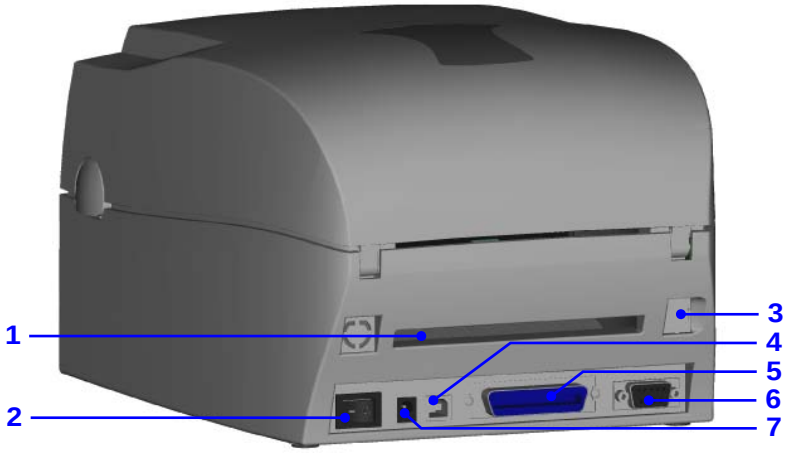
1.	Cover Open Button
2.	Top Cover
3.	Label Roll Core
4.	Print Mechanism
5.	Locking Tenon (left/right)
6.	Front Cover Piece



1.	LED Light (Ready)
2.	LED Light (Status)
3.	FEED Key
4.	CF Card Slot Cover
5.	Print Head Pressure Adjustment Screw (left/right)



1.	Label Guide
2.	Platen Roller
3.	Print Line Adjustment Gear
4.	Label Sensor



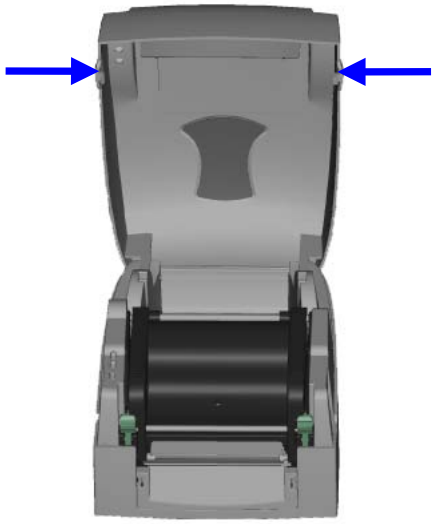
1.	Fan-Fold Label Insert
2.	Power Switch
3.	Ethernet Socket (Option)
4.	USB Port
5.	Parallel Port
6.	Serial Port (RS-232)
7.	Power Socket

* The communication ports may vary depending on product types.

2. Printer Installation

2-1. Label Installation

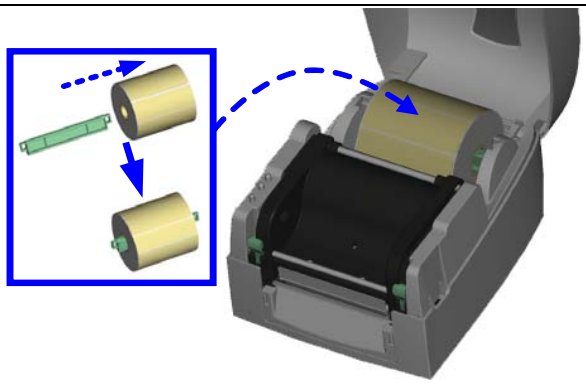
1. Open the top cover by pressing the Cover Open Buttons on both sides.



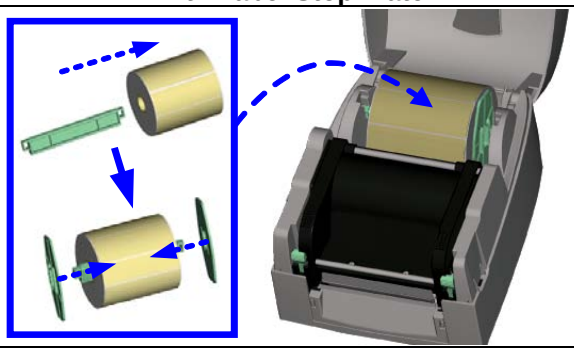
2. Insert the Label Roll Core into the label roll and then place it into the printer.

3. If it's necessary, you can also assemble the Label Stop Plates on both sides of label roll.

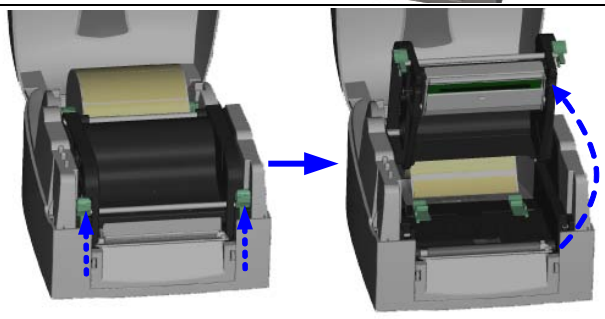
Without Label Stop Plate

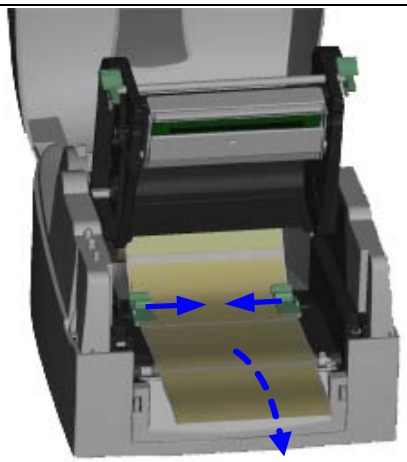
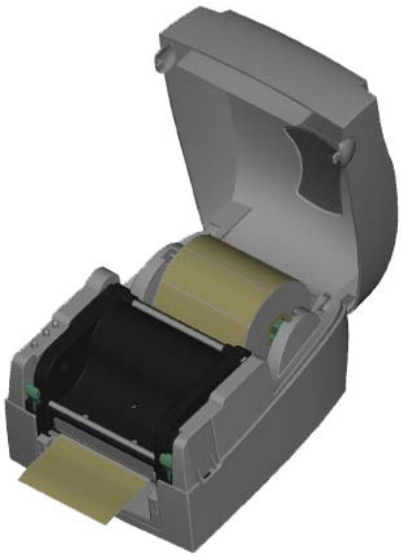


With Label Stop Plate

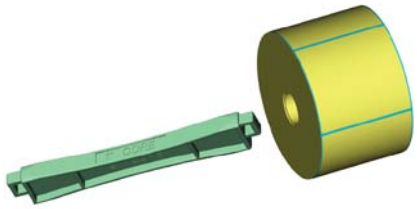
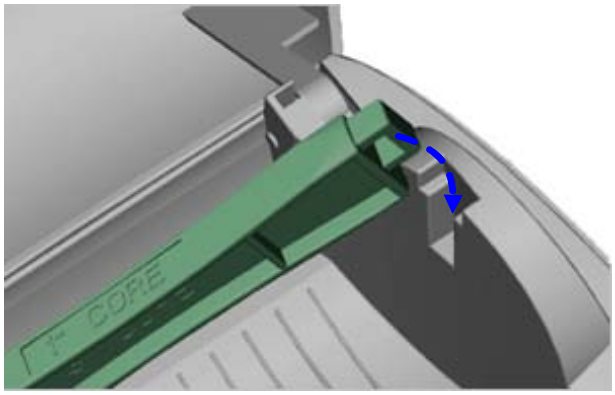
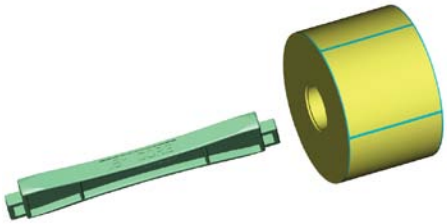
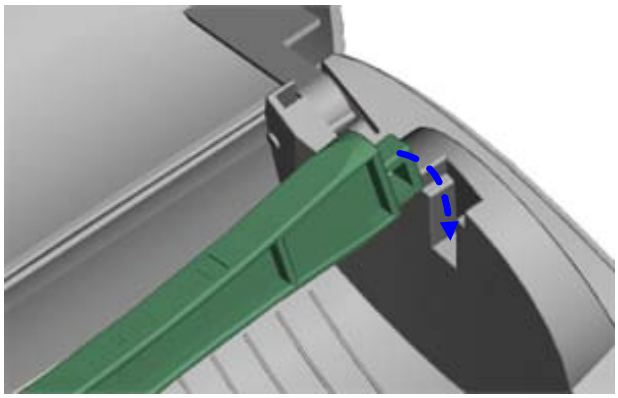
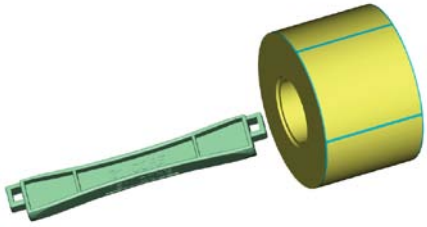
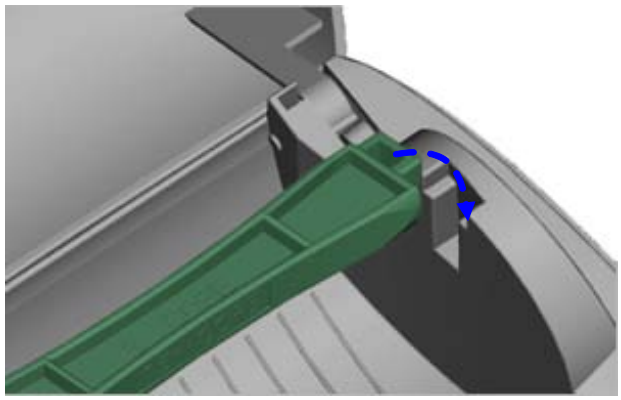


4. Loosen and lift the upper print mechanism by pressing the locking tenons.



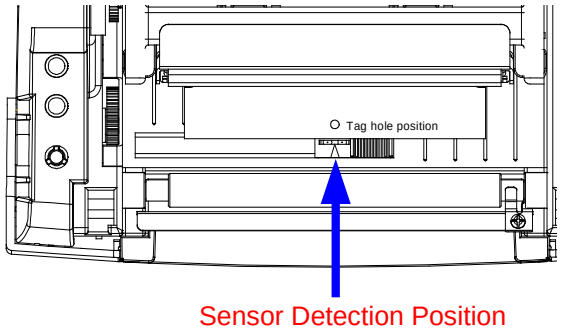
5. Feed the label through the two Label Guides to the Tear-off Bar. 6. Align the label guides to the label edge.	
7. Close the upper print mechanism from the top to finish label installation.	

2-2. Label Roll Core Installation Instruction

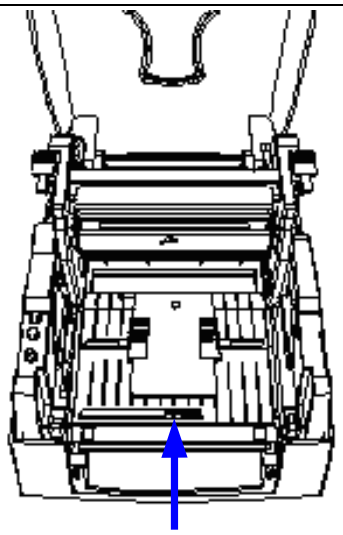
(A) 1” roll core installation 	
(B) 1.5” roll core installation 	
(C) 3” roll core installation 	

2-3. Card / Hang tags Installation

When installing cord tags, the tag hole must align with the sensor arrow (as indicated in figure), then use the Label Guide to secure the tags.



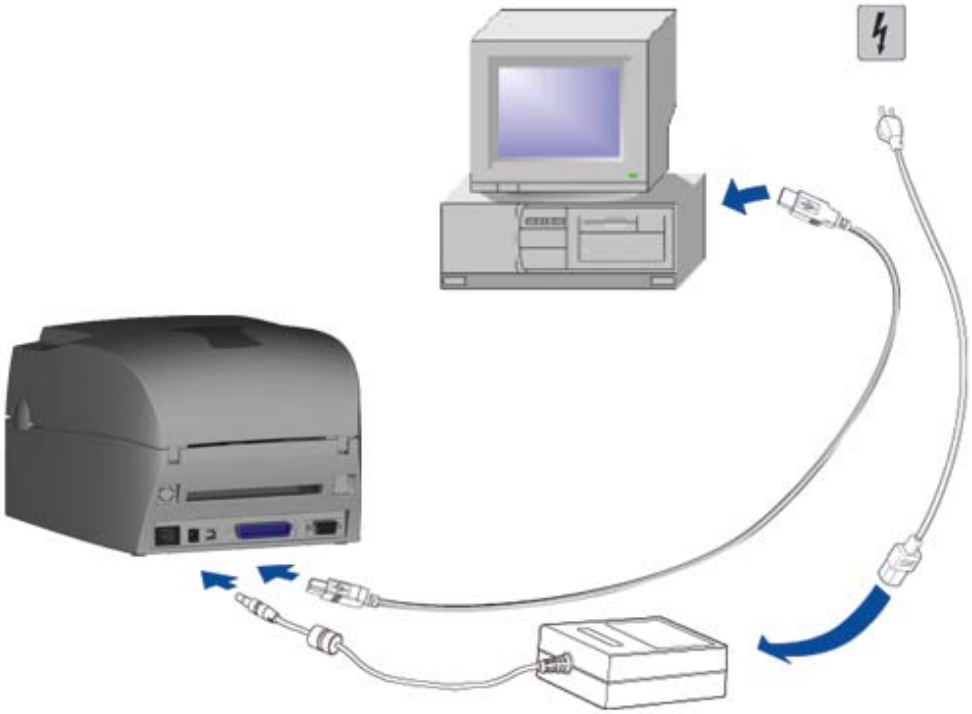
Sensor Detection Position



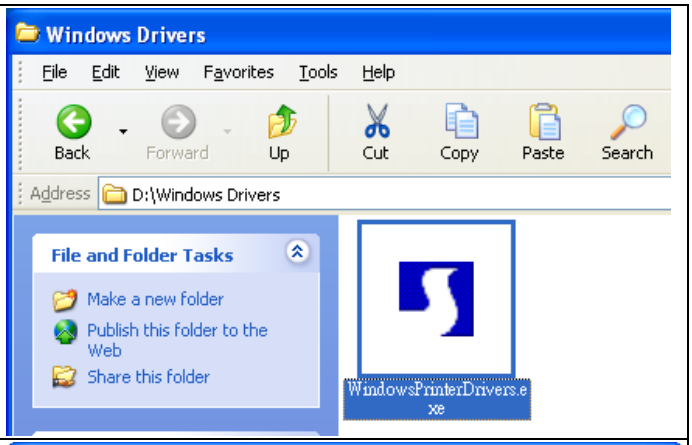
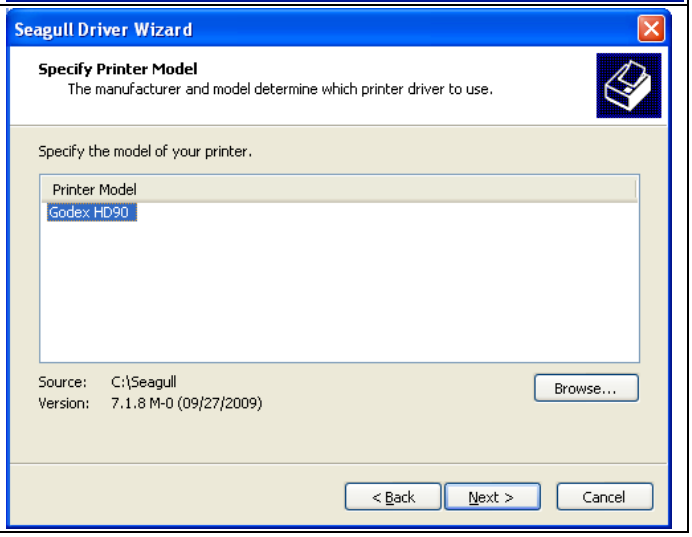
Sensor

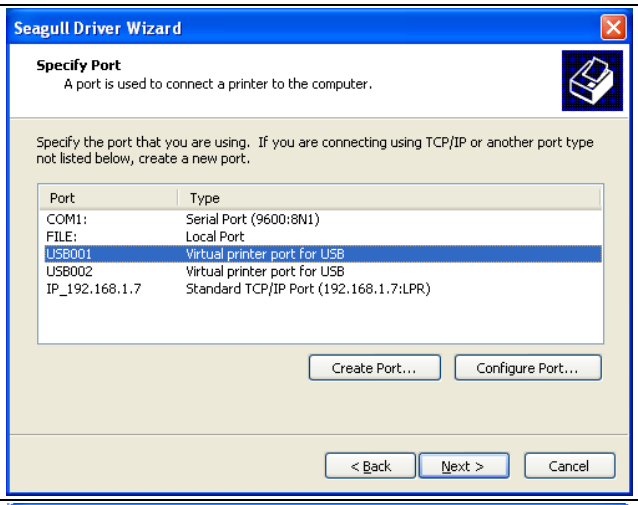
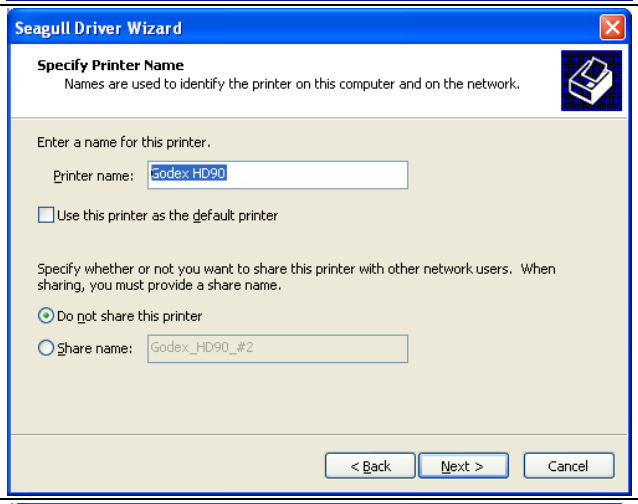
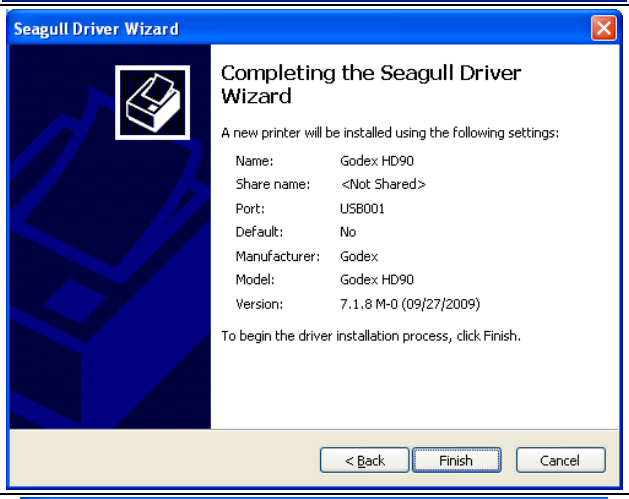
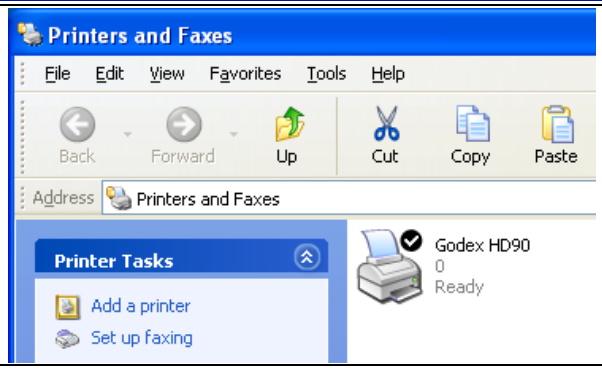
2-4. PC Connection

1. Please make sure the printer is powered off.
2. Take the power cable, plug the cable switch to the power socket, and then connect the other end of the cable to the printer power socket.
3. Connect the cable to the USB/parallel port on the printer and on the PC.
4. Power on the PC and the printer and the printer's LED light will shine.



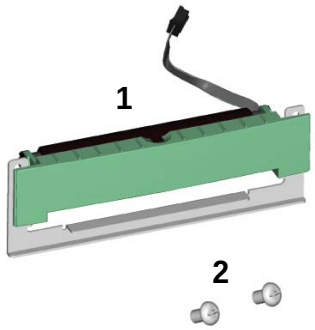
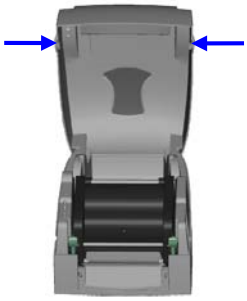
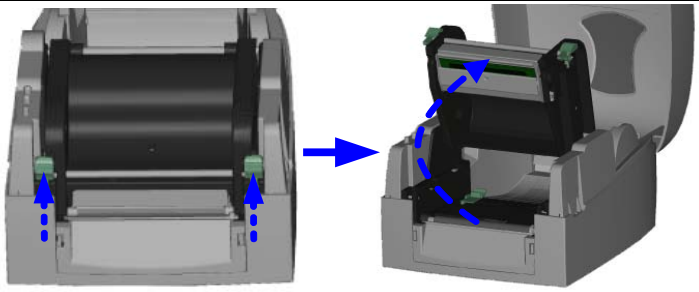
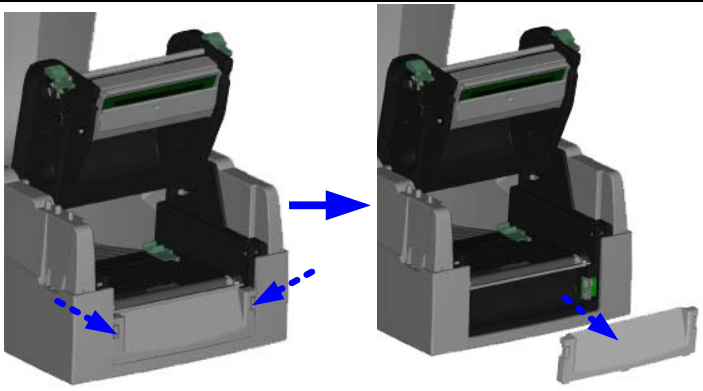
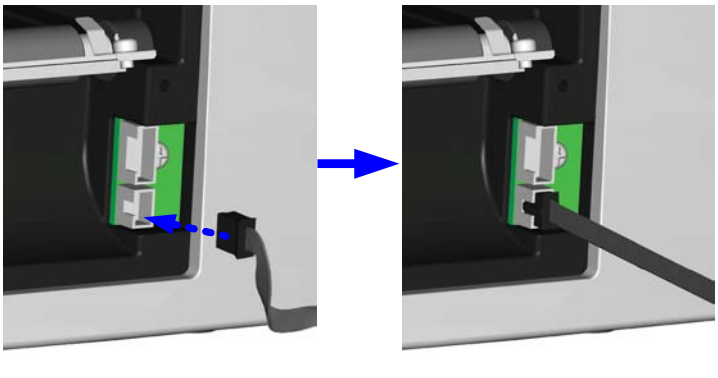
2-5. Driver Installation

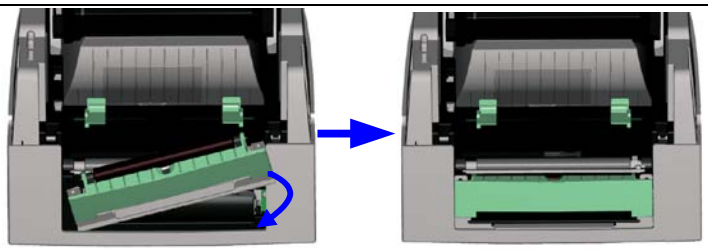
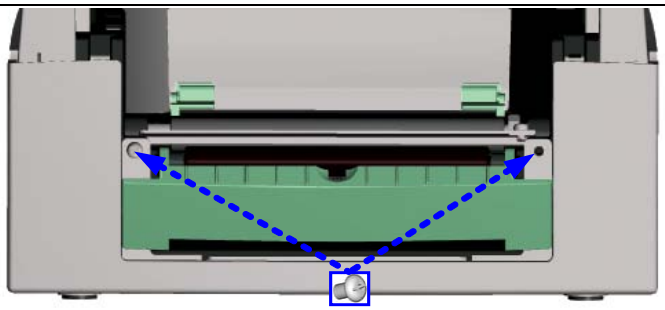
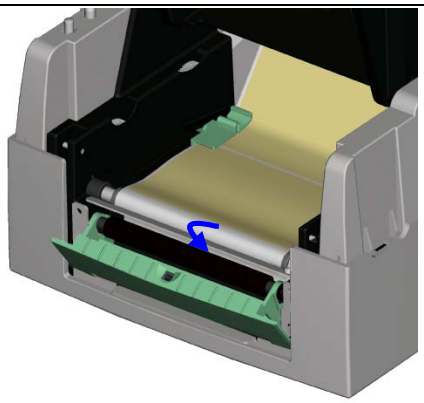
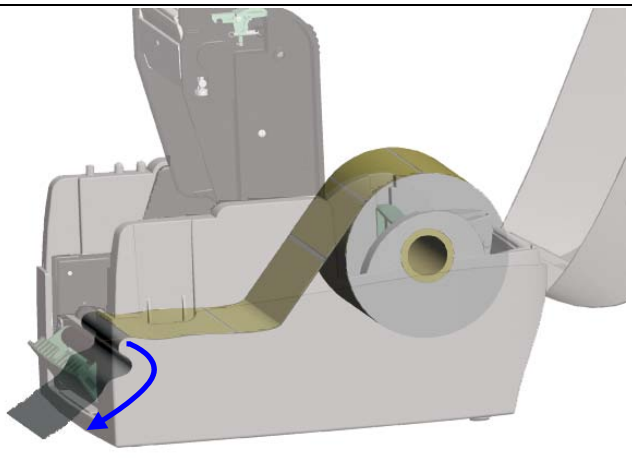
1. Insert product CD to your computer's CD Drive and find the "Windows Drives" folder. 2. Select the icon of driver file and click it to start the installation.	
3. Follow the instruction on screen to keep the installation going. Then the Driver Wizard utility should run automatically. 4. Select "Install printer drivers".	
5. Select printer model.	

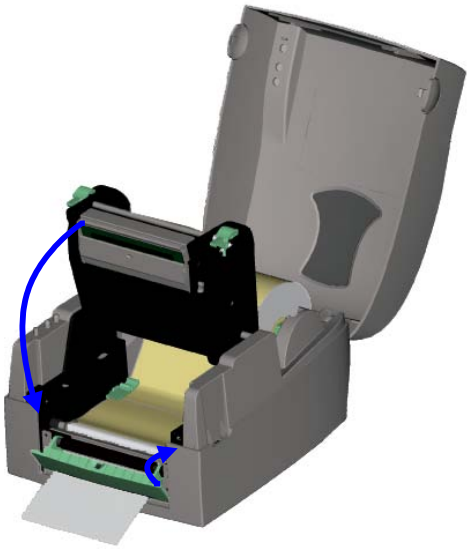
6. Select connection port.	
7. Enter the printer name and set printer sharing option.	
8. A description page of printer settings will be displayed after all settings are completed. 9. Check if all printer settings are correct and then press Finish to start copying driver files. 10. Wait for file copying finished and complete the installation.	
11. After the driver installation is complete, there should be a new printer model on Windows "Printer and Faxes" setting.	

3. Accessory

3-1. Label Dispenser Installation

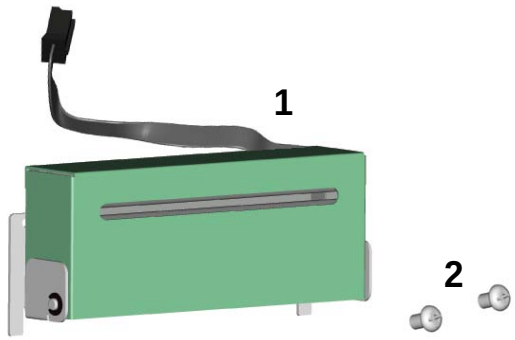
1	Dispenser Module	
2	Screw (TAP 3*8) x 2pcs	
【Note1】 Please power off the printer before installing the label dispenser. *【Note2】 Label liner thickness is recommended to be 0.06mm ± 10% with basic weight 65g/㎡ ± 6%.* *【Note3】The max width for label dispenser is 110mm*		
1. Open the top cover by pressing the Cover Open Buttons on both sides.		
2. Loosen and then lift the upper print mechanism by pressing the locking tenons.		
3. Unlock the front cover piece by pushing locks inward. 4. Lift/take off the front cover piece according to the direction shown in the figure.		
5. Plug in the dispenser connector onto the switchboard socket. (refer to right figure) *【Note】* *There are 2 sockets on the converting boards (one is for dispenser installation, and another one is for cutter), before plug the connector into socket, please check the pin first.*		

6. Place the left side of the dispenser first, and then fit the right side.	
7. Hold the dispenser module and tighten the screws.	
8. Feed the label through the Label Guides. *【Note】The label / paper used for dispenser is suggested to be at least 25mm in height.* *【Suggestion】When printing with dispenser module, it is suggested to set the stop position (^E) to 9.*	
9. Peel off the first label, and feed the liner through the roller and the Tear-off Bar.	
10. Follow the direction as shown in figure to feed the liner across the dispenser.	

11. Close the upper print mechanism and the dispenser.	
12. Press the FEED key to adjust the position of label and complete the installation.	

3-2. Cutter Module Installation

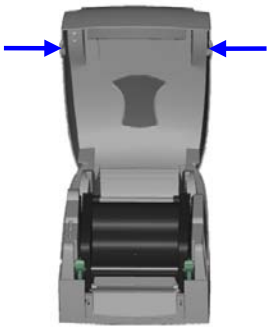
1	Cutter Module
2	Screw (TAP 3*8) x 2pcs



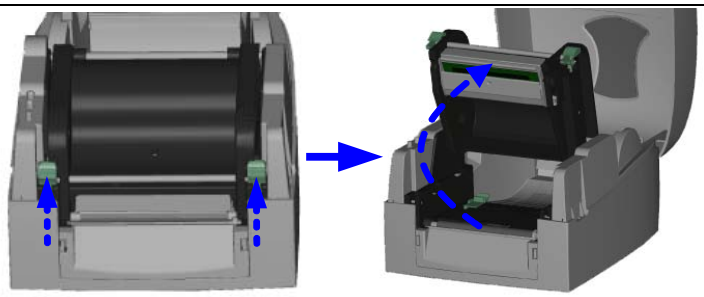
【Note1】
Please power off the printer before installing the cutter module.
【Note2】
Do not cut self-adhesive labels! The traces of adhesive will pollute the rotary knife and impair safe operation! The service life of the cutter is 500,000 cuts with 160g/㎡ paper weight and 250,000 cuts with 200g/㎡ paper weight.

【Note3】
The max paper cutting width is 116mm
【Note4】
The label / paper that used for cutting is suggested to be at least 30mm in height.

1. Open the top cover by pressing the Cover Open Buttons on both sides.

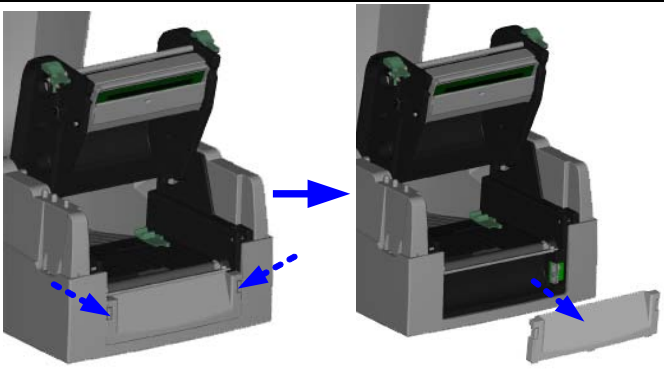


2. Loosen and then lift the upper print mechanism by pressing the locking tenons.



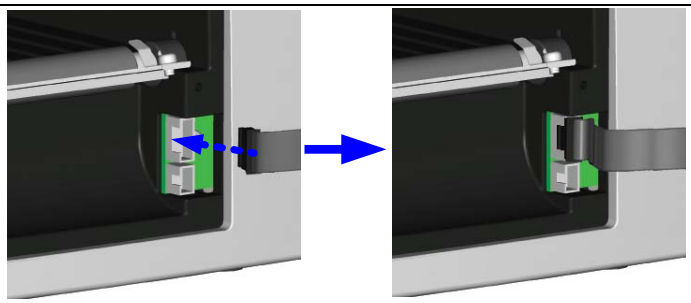
3. Unlock the front cover piece by pushing locks inward.

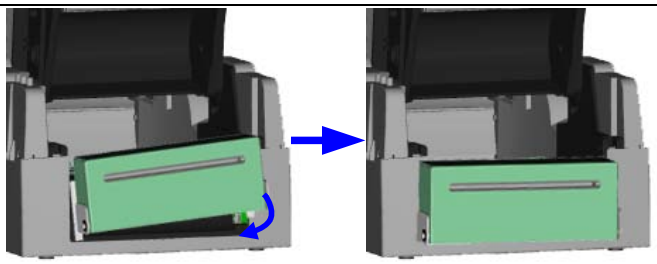
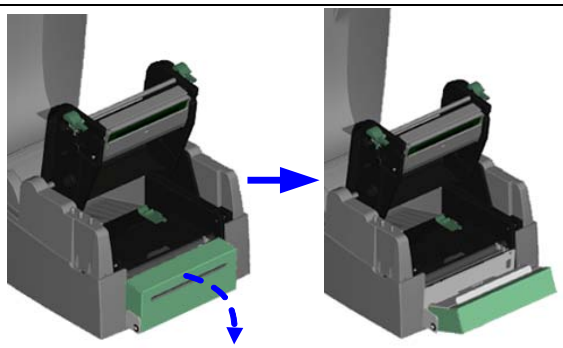
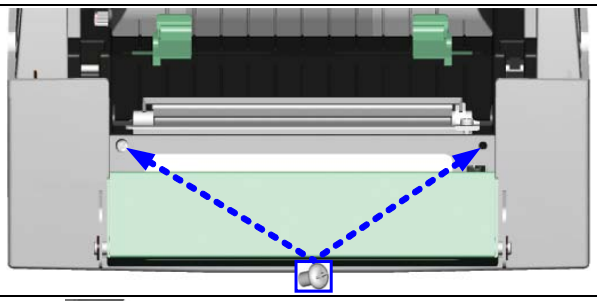
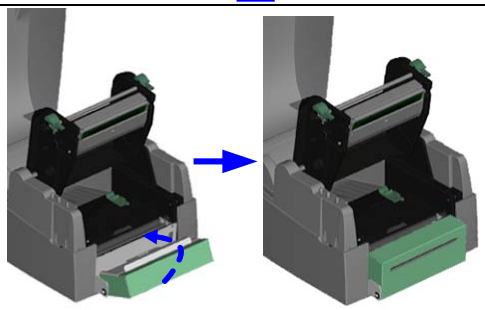
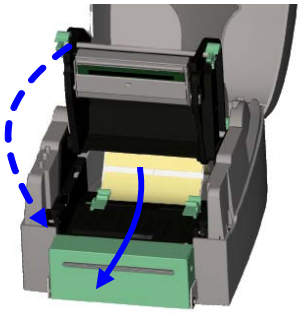
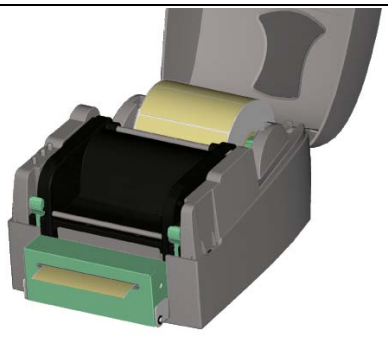
4. Lift/take off the front cover piece according to the direction shown in the figure.



5. Plug in the cable connector of the cutter module onto the switchboard socket.

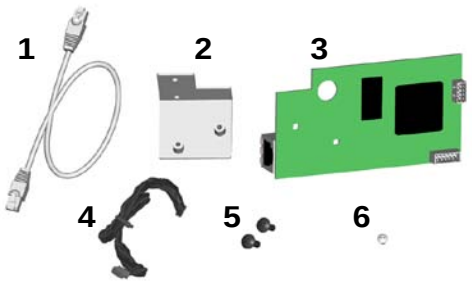
【Note】
Before plug the connector into socket, please check the pin first.



6. Place the left side of the cutter first, and then fit the right side.	
7. Flip the cutter module downward to open the cutter.	
8. Hold the cutter module and lock it with screws	
9. After the screws are locked, flip to close the cutter module.	
10. Feed the label through the Label Guides. 11. Close the mechanism to complete the cutter module installation. *【Note】* *It is not suggested to use label-inside paper when printing with cutter module.*	
12. Press the FEED key to adjust the position of label and complete the installation. *【Suggestion】* *When printing with cutter module, it is suggested to set the stop position (^E) to 30.*	

3-3. Ethernet Module Installation

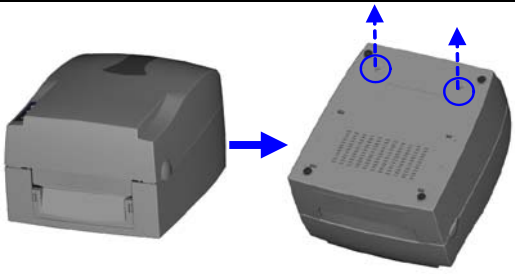
1	Ethernet Cable 1.8M
2	Bracket
3	Ethernet module
4	Module Connection Wire
5	Bracket Screw*2
6	Secure Screw*1



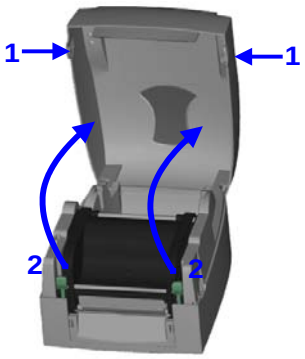
【Note】
Please make sure that anti-static precautions are adopted during the installation.

1. Make sure the power is off and the power cable is unplugged. Place the printer onto a smooth surface and flip the whole printer unit upside down.

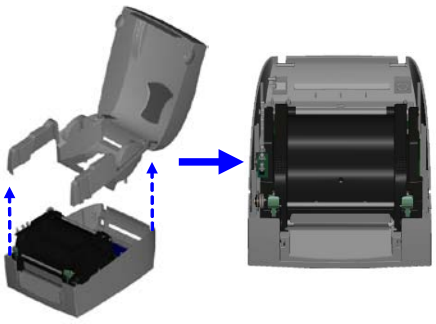
2. Unscrew the screws as indicated in figure.



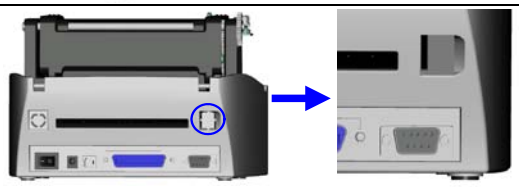
3. Press the Cover Open Button and open the top cover.



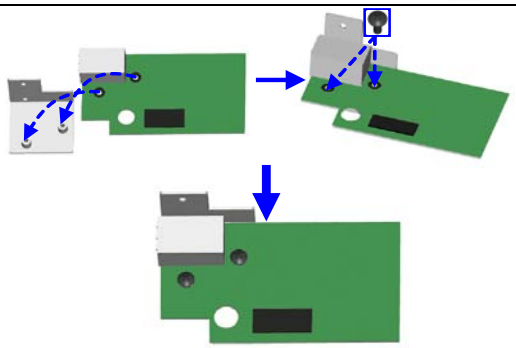
4. Remove the middle compartment and the top cover.

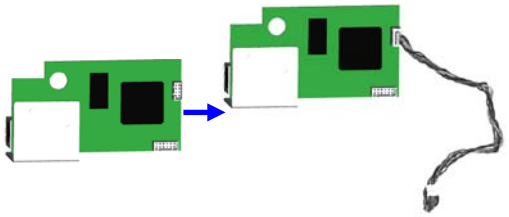
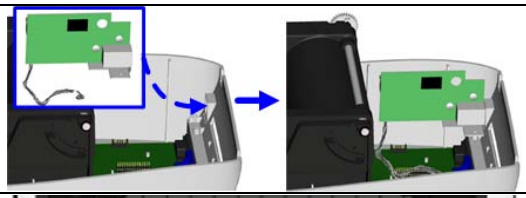
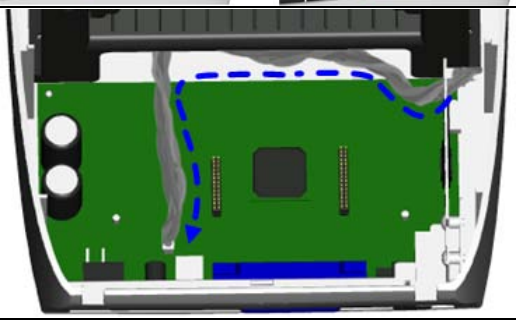
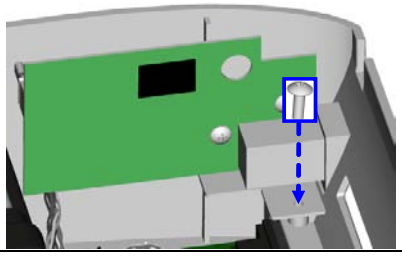
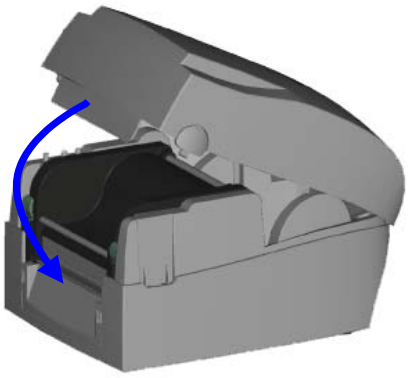


5. Remove the Ethernet port cover from back plate of the printer.



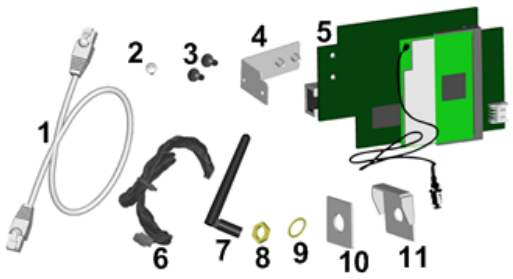
6. Secure the Ethernet module onto the bracket.



7. Cut the cable tie on the Module Connection Wire. Then Plug the connector into the socket on Ethernet module. *【Note】* *Please cut the cable tie carefully. Do not damage the Module Connection Wire.*	
8. Align the Ethernet module to the Ethernet port and plug into it.	
9. Thread the Module Connection Wire through the other connection wires on the mainboard as the direction showed in figure. *【Note】* *Please organize all cables and wires well before putting middle compartment and top cover back to ensure that the printer can be assembled correctly.*	
10. Secure the module onto the back plate.	
11. To complete installation, put the middle compartment back and tighten it onto the bottom of the printer, then put the top cover back. *【Note】* *After the Ethernet module installation is completed, please send the "^XSET,USBETHERNET,1" printer command to printer for activating the Ethernet connection function. Please mind that USB port will be deactivated once the Ethernet connection function is activated.*	

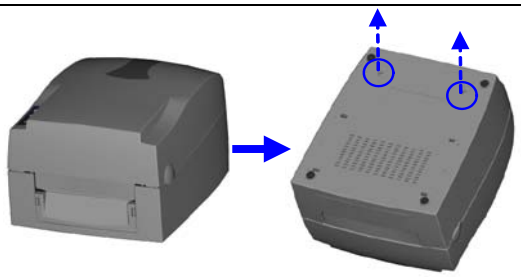
3-4. WLAN Module Installation

1	Ethernet Cable 1.8M
2	Secure Screw*1
3	Bracket Screw*2
4	Module Bracket
5	WLAN module
6	Module Connection Wire
7	WLAN Antenna
8	Nut (for Antenna)
9	Washer (for Antenna)
10	Fixture Plate
11	Antenna Bracket

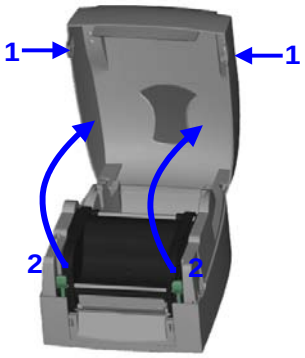


1. Make sure the power is off and the power cable is unplugged. Place the printer onto a smooth surface and flip the whole printer unit upside down.

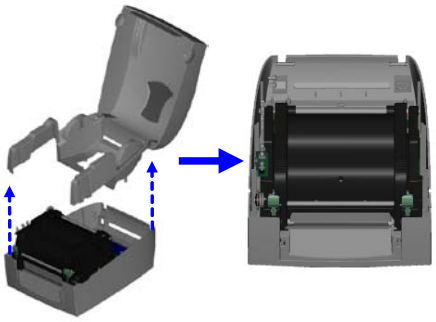
2. Unscrew the screws as indicated in figure.



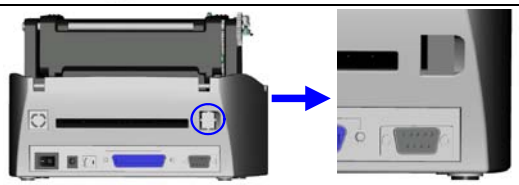
3. Press the Cover Open Button and open the top cover.



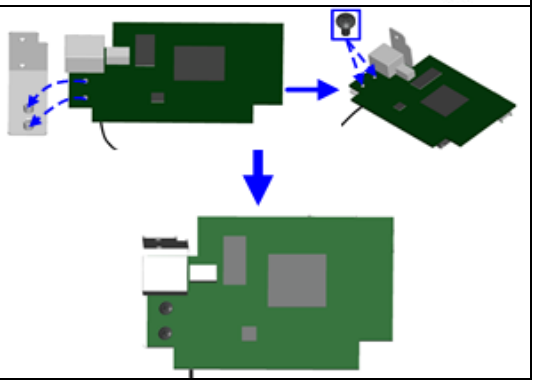
4. Remove the middle compartment and the top cover.

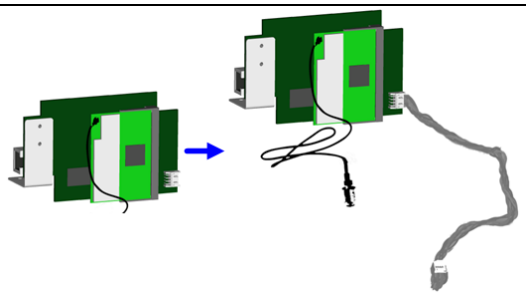
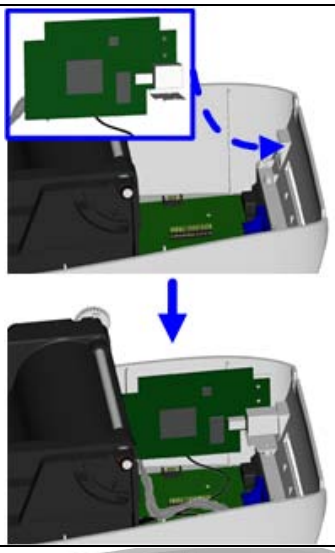
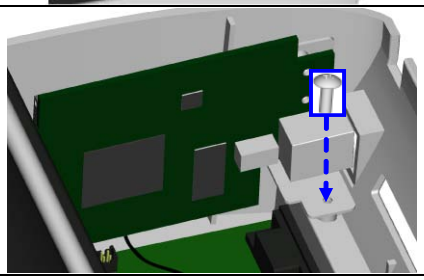
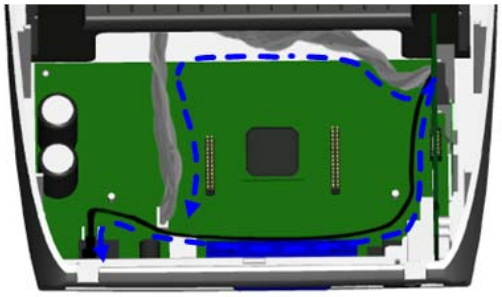
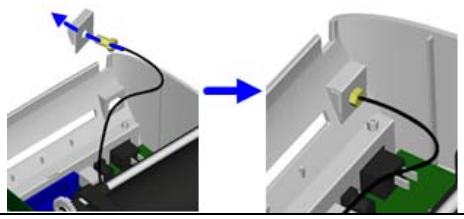


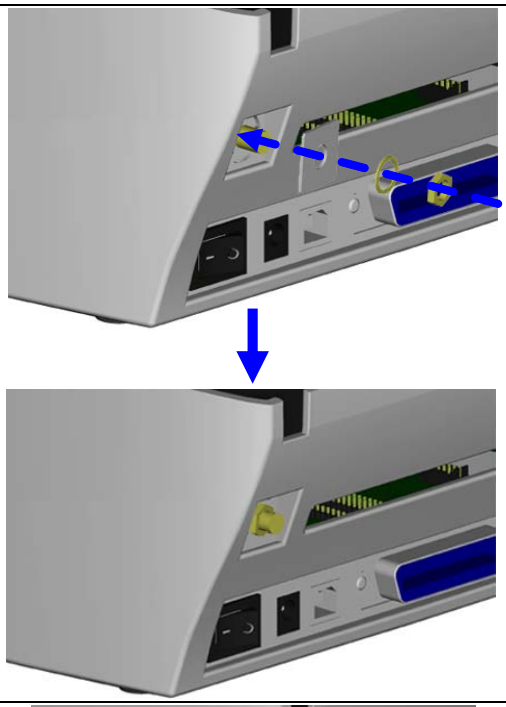
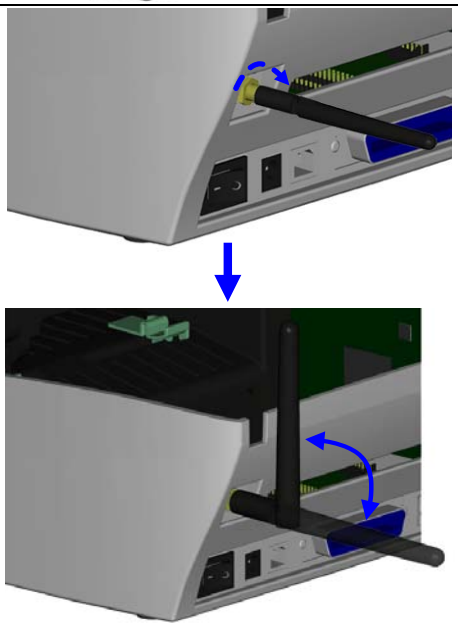
5. Remove the Ethernet port cover from back plate of the printer.



6. Secure the WLAN module onto the bracket.



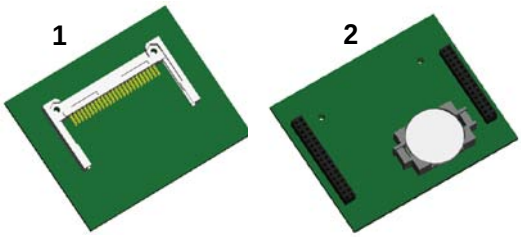
7. Cut the cable tie on the Module Connection Wire. Then Plug the connector into the socket on WLAN module. *【Note】* *Please cut the cable tie carefully. Do not damage the Module Connection Wire.*	
8. Align the WLAN module to the Ethernet port and plug into it.	
9. Secure the module onto the back plate.	
10. Thread the Module Connection Wire through the other connection wires on the mainboard as the direction showed in figure. Then arrange the Antenna Connection Wire as the arrow showed. *【Note】* *Please organize all cables and wires well before putting middle compartment and top cover back to ensure that the printer can be assembled correctly.*	
11. Remove the Antenna port cover from back plate of the printer.	
12. Thread Antenna Connection Wire through the hole on the Antenna Bracket. Then put the Antenna Connection Wire and Antenna Bracket on the Antenna port as figure showed.	

13. Put the Fixture Plate first then the Washer and tighten the Nut to mount Antenna Connection Wire on the printer. *【Note】* *It is suggested to tighten the Nut with long-nose pliers when mounting the Antenna Connection Wire.*	
14. Turn the Antenna according to the direction as arrow showed to mount it on the Antenna Connection Wire. The angle of Antenna can be adjusted if needed.	
15. To complete the installation, reassemble the middle compartment and tighten the screws onto the bottom of the printer, then put the top cover back. *【Note1】* *After the WLAN module installation is completed, please send the "^XSET,USBETHERNET,1" printer command to printer for activating the Ethernet connection function. Please mind that USB port will be deactivated once the Ethernet connection function is activated.* *【Note2】* *The first time setting operation must be performed with Ethernet (wired) connection before you can access wireless network.*	

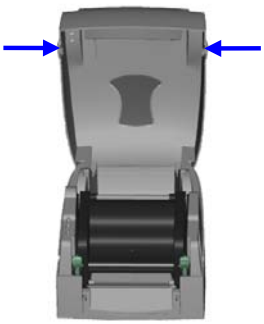
3-5. CF Card Adapter Installation

1	CF Card Adapter (Front)
2	CF Card Adapter (Back)

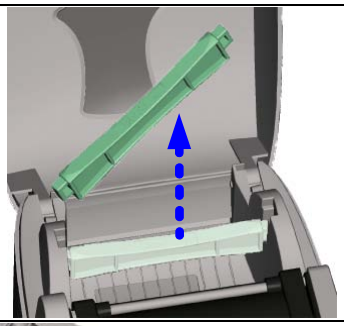
【Note】
Please power off the printer before installing the CF Card Adapter.



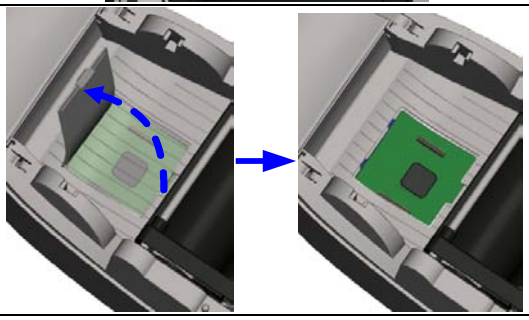
1. Open the top cover by pressing the Cover Open Buttons on both sides.



2. Take off the label roll core.

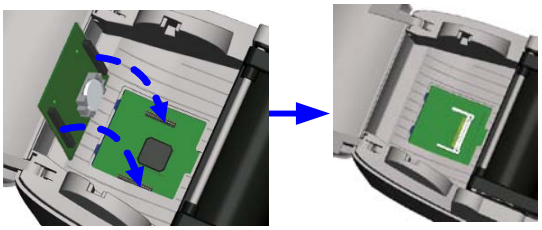


3. Open and remove the plastic cover from the inner base.

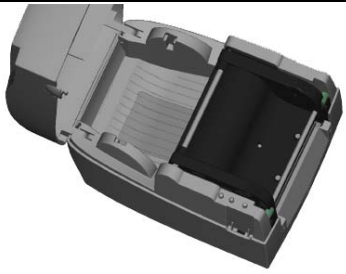


4. Check the correspondent pins and sockets to plug the adapter card onto the main board.

【Note】
Please make sure the sockets and the pins are match, otherwise the pins may get damaged.



5. Close the plastic cover.



3-6. CF Card Instruction

HD90 can read the CF Card after installed the CF Card Adapter. If the built-in memory is insufficient for storing label formats, graphics or fonts, users can use CF Card as external memory to provide more memory space.

When using the CF card, please follow the instruction as below:

1. Please power off the printer before installing or removing CF Card from the card slot.
2. The CF Card cannot be used for printer's external memory until it is formatted in FAT16. When the printer has detected that the CF card is not formatted in FAT16, it will beep 3 times and the Status led light will flash orange.
3. If user wants to format the CF Card, just press the "FEED" key, and then the printer will start to format the CF Card in FAT16. When the format is complete, the LED light will turn to green.
4. If choose not to format the CF Card, just open the Top Cover of printer and wait for the turn-on procedure complete.
5. After the format is complete, a file folder named "Godex" would be created automatically. This folder is for storing all the data from the printer, please don't do any change on it.
6. The specification of CF Card that is supported by the printer is as follow:
   - Compact Flash Type I
   - Compact Flash (CF) v1.4 specification
   - Capacity: 128MB ~ 1GB
   - File system: FAT16

4. Printer Setting

4-1. FEED button

After pressing the FEED key, printer will feed the media (according to media type) to the specified stop position. When printing with continuous media, pressing the FEED key will feed the media out to a certain length. When printing with labels, the printer will feed one label each time the FEED key is pressed. If the label is not sent out in a correct position, please proceed with the Auto Sensing (see next section).

4-2. LED indicators

Press and hold the FEED key then power on the printer. Wait for the LED light flashing red and then release the FEED key, the printer will enter into Auto Sensing Mode to do the calibration. A Self-Test page will be printed out automatically after the calibration is completed. Below are the sequence and the description of two modes:

LED Light		Beep	Status	Description
READY	Green	X	**Normal status**	Normal status
STATUS	X			
Press and hold the FEED Key then power on the printer. ↓				
READY	Red (Flash)	3	**Auto Sensing Mode**	Printers are currently in Auto Sensing Mode. The calibration will be performed and a Self-Test page will be printed out to show the configurations of printer. For more detail about Auto Sensing Mode, please refer to next section. For the descriptions of Self-Test page please refer to page 29.
STATUS	Orange			

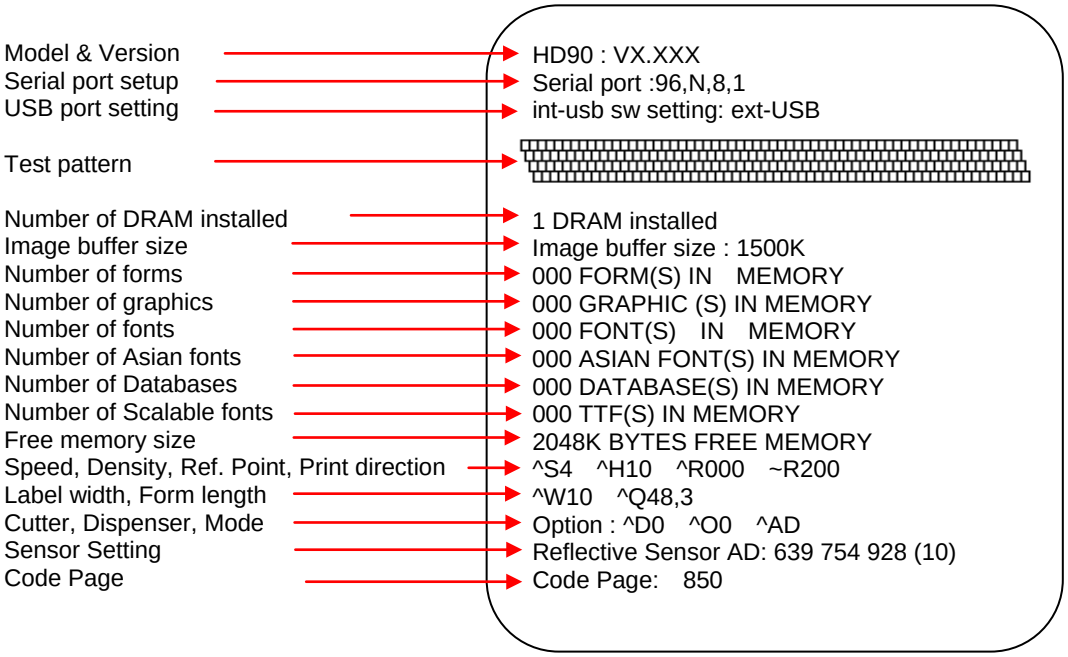
4-3. Label size calibration

Printer can automatically detect the label and store the result of detecting. By doing this, the printer will calibrate the printing position of the label and the user can do printing without setting the label length. To perform the Auto Sensing, please do as follows:

1. Check if the label is correctly loaded on the printer.
2. Power off the printer, press and hold the FEED key.
3. Power on the printer while still holding the FEED key. Keep holding the FEED key, wait for the LED light turn to flash red and then release the FEED key. Printer will automatically detect the label and record it.
4. A Self-Test page will be printed out after Auto Sensing is completed and the printer goes back to standby mode.

4-4. Self-Test

The Self-Test page helps user to figure out whether the printer is operating normally. Below are some general descriptions about the content of Self-Test page:



【Note】

For more information about advance settings, such as "Sensor switch" or "Dump Mode", please refer to Programmer's manual.

4-5. Error alerts

LED Light		Beep	Description	Solution
Ready	**Status**			
	Red	4 beeps twice	Print head is not firmly closed.	Re-open the print head and make sure it closes tightly.
Red (Flash)	Red (Flash)	None	The temperature of print head is too high.	Wait for the print head temperature drops to the normal temperature range, printer will go back to the standby mode and the LED light will stop flashing.
	Red	2 beeps twice	Unable to detect paper.	Make sure the movable sensor mark is at the correct position, if the sensor is still unable to detect paper, and then go through Auto Sensing again.
			Paper used up.	Replace with new label roll.
	Red	2 beeps twice	Abnormal paper feed.	Possible causes: card tags or paper fall into the gap behind the platen roller, can't find label gap/black mark, black mark paper out. Please adjust it according to actual usage.
	Red	2 beeps twice	Memory is full; printer will print out "Memory full."	Delete unnecessary data in the memory.
	Red	2 beeps twice	Can't find the file; printer will print out "Filename can not be found."	Use "~X4" command to print out all the files, and then check whether the file exist and the file name is correct.
	Red	2 beeps twice	File name is repeated; printer will print out "Filename is repeated."	Change the file name and download again.

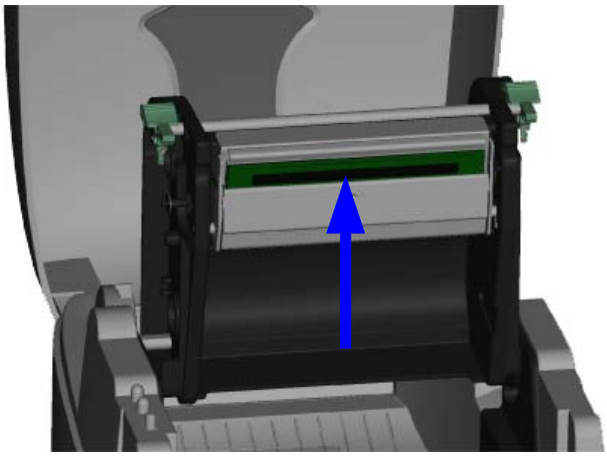
5. Maintenance and Adjustment

5-1. Thermal Print Head Cleaning

Unclear printouts may be caused by dusty print head or label liner glue. Therefore, it's necessary to keep the top cover closed when printing. Also, check and prevent paper/label from being stained or dusty to ensure print quality and to prolong the print head life. Print head cleaning instructions are as follows:

1. Power-off the printer.
2. Open the top cover.
3. Open the print head by pressing the locking tenons.
4. If on the print head (see blue arrow) there's label pieces or other stain, please use a soft cloth with industrial use alcohol to wipe away the stain.

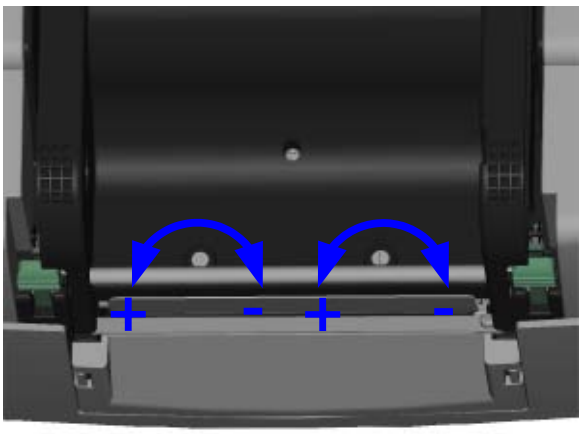
【Note1】
Weekly cleaning on the print head is recommended.
【Note2】
When cleaning the print head with soft cloth, make sure there is no any metal or hard particles attached on it.



5-2. Thermal Print Head Balance Adjustment

When printing with different label materials, unbalanced print quality may occur due to the material differences of media, thus it's necessary to adjust the Thermal Print Head pressure.

1. Open the top cover.
2. Turning the print head adjustment screws slightly by screwdriver to increase or decrease print head pressure.

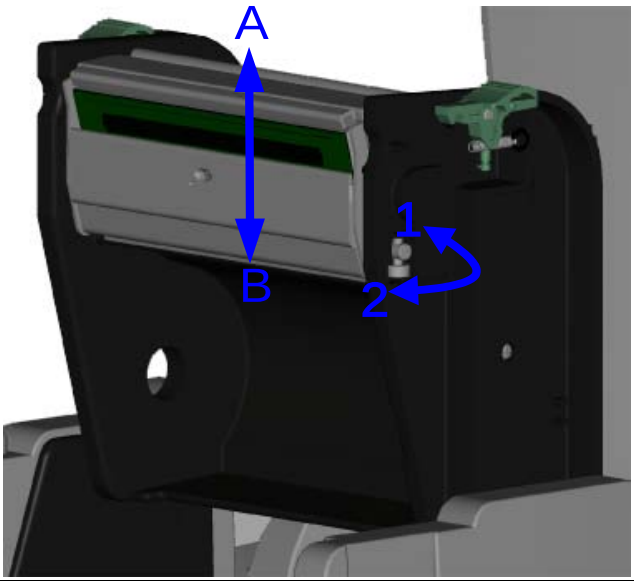


5-3. Print Line Adjustment

To get better printing balance and quality, use print head adjusting gear to adjust the contacting surface between print head and label.

1. When turning print head adjusting gear counter-clockwise (as arrow 1 shows), print head would move in the direction where arrow A shows.

2. When turning print head adjusting gear clockwise (as arrow 2 shows), print head would move in the direction where arrow B shows.



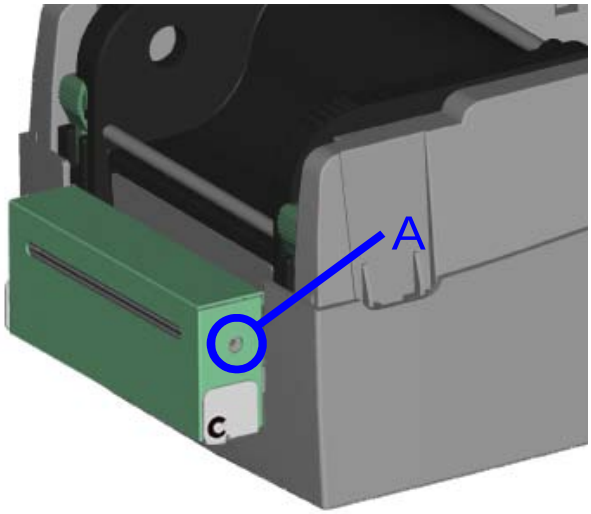
5-4. Adjust the cutter

1. A cutter-adjusting hole is present on the side of cutter (where A is pointing to).

2. The cutter will not work properly if there is a paper jam. Turn the power off and use a #M3 hexagon wrench inserted into hole “A”, and then turn it counter-clockwise.

3. Power on the printer after clearing the paper jam, the cutter will reset automatically.

【Note】
The label / paper used for cutting is suggested to be at least 30mm in height.



5-5. Troubleshooting

Problem	Recommended Solution
Power on the printer, but the LED does not light up	♦ Check the power connector
LED light turns red (power/status) after printing stops	♦ Check for software setting or program command errors ♦ Replace with suitable label ♦ Check if label is all out ♦ Check if label is jammed/tangled up ♦ Check if mechanism is not closed(Thermal Print Head not positioned correctly) ♦ Check if sensor is blocked by paper/label ♦ Check for abnormal cutter function or of no actions (if cutter is installed)
Printing started, but nothing was printed on the label	♦ Check if label is placed upside down or if label is not suitable for the application ♦ Select the correct printer driver ♦ Select the correct label and print type
When printing, label is jammed/tangled up	♦ Clean the label jam, and if label is stuck on Thermal Print Head, please remove it by using soft cloth with alcohol.
When printing, only part of the contents were printed	♦ Check if label is stuck on the Thermal Print Head ♦ Check if application software has errors ♦ Check if start position setting has errors ♦ Check if platen roller is worn out. If the platen roller needs to be replaced, please contact your reseller for more information ♦ Check if power supply is correct
When printing, part of the label wasn't printed completely	♦ Check if Thermal Print Head is stained or dusted ♦ Use internal command "~T" to check Thermal Print Head can print completely ♦ Check the media quality
Printout not in desired position	♦ Check if sensor is covered by paper or dust ♦ Check if liner is suitable for use, please contact reseller for more information ♦ Check if label roll edge is aligned with Label Width Guide
When printing, page skipping occurs	♦ Check if error occurs on label height setting ♦ Check is sensor is covered by dust
Unclear printout	♦ Check print darkness setting ♦ Check if Thermal Print Head is covered with glue or stain
When using cutter, label wasn't cut straight	♦ Check if label is set up straight
When using cutter, label wasn't cut successfully	♦ Check whether label thickness exceeds 0.2mm
When using cutter, label couldn't feed or abnormal cutting occurs	♦ Check if cutter is installed properly ♦ Check if Paper Feed Rods are sticky
When using dispenser, abnormal function occurs	♦ Check if dispenser sensor is covered with dust ♦ Check if label is installed properly

【Note】
Your dealer is knowledgeable about printers, printing software, and your unique system.
Please contact your local dealer for further technical support.